

## Scheduling Building Inspections Online, A Step-by-Step Guide

If you need additional assistance, please call 760-776-6420 or email [buildingsafety@palmdesert.gov](mailto:buildingsafety@palmdesert.gov)

**Step One:** *Login Screen: Type in your User Name and Password*



# Welcome

**Palm Desert Permit Center**  
**The One-Stop online portal for Development Services.**  
**You can submit applications, schedule inspections,**  
**and check status.**

**Step Two:** Once you log in, your dashboard will display, similar to the screenshot below. Click either the “Schedule” link on the left sidebar or the “Request” link located next to the desired permit shown in the “My Active Permits” table.

HOME | DASHBOARD | VIEW/EDIT PROFILE | VIEW CART | LOG OUT    LOGGED IN AS: Your Companies Name

My Dashboard

**Permitting**

- ▶ Apply for a Permit
- ▶ Search for a Permit
- ▶ Pay Fees

**Planning**

- ▶ Apply for New Project
- ▶ Search Projects
- ▶ Pay Fees

**Contractors**

- ▶ Search Contractors

**Properties**

- ▶ Search Property

**Inspections**

- ▶ Schedule
- ▶ Cancel
- ▶ Scheduled

**Shopping Cart**

- ▶ Pay All Fees
- ▶ Paid Items

**Contact**

- ▶ Contact us

**Hello** Your Companies Name  
*Below is a Dashboard of your current activities.*

**My Open Permit Applications** 6 total record(s).

Applications In Progress	Permit Type	Created Date	Delete
Continue Application		5/16/2023	Delete
Continue Application		4/26/2023	Delete
Continue Application	HVAC CHANGE OUT RESIDENTIAL	4/26/2023	Delete
Continue Application	HVAC CHANGE OUT RESIDENTIAL	4/26/2023	Delete
Continue Application		4/26/2023	Delete
Continue Application		4/25/2023	Delete

**My Active Permits** 2 total record(s).

PERMIT NO.	ADDRESS	TYPE	STATUS	EXPIRED	INSPECTION	FEES DUE	ATTACHMENT	PRINT
ADDC21-0005		RESIDENTIAL BUILDING	ISSUED		Request	\$0.00		
HVRC23-0271	73510 CABA...	HVAC CHANGE OUT RESIDENTIAL	ETRAKIT SUBMITTED			\$112.30		

**My Active Inspections** 36 total record(s).

REC NO	REC TYPE	REC STATUS	ADDRESS	INSPECTION	DATE
ADDC21-0005	PERMIT	ISSUED		COLUMN FOOTING PAD	
ADDC21-0005	PERMIT	ISSUED		DRYPACK COLUMNS	
ADDC21-0005	PERMIT	ISSUED		GROUND WASTE	
ADDC21-0005	PERMIT	ISSUED		GREEN BLDG	

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Step Three: Please take note of the City of Palm Desert's Inspection Policies on the bottom of this page.

- My Dashboard
- Permitting**
  - Apply for a Permit
  - Search for a Permit
  - Pay Fees
- Planning**
  - Apply for New Project
  - Search Projects
  - Pay Fees
- Contractors**
  - Search Contractors
- Properties**
  - Search Property
- Inspections**
  - Schedule
  - Cancel
  - Scheduled
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  - Pay All Fees
  - Paid Items
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  - Contact us

**PERMIT Inspection Request - ADDC21-0005**

\* Contact Name:

\* Phone Number:

\* Site Address:

\* Email Address:

Inspection Remarks:

Notes:

Inspection Type:

Requested Date:

**ADD INSPECTION** **CANCEL**

Select Type, Request Date and Time then click 'Add Inspection'.  
Any items with an \* are REQUIRED fields and must be populated.

**City of Palm Desert Inspection Policies**

Inspections can be scheduled up to 2 days in advance from the current date.

Each inspection type has a cap (max inspections per day). When the cap is reached, the day is removed from the "Requested Date" drop down above. If the cap is reached for the entire time period, no dates would be displayed. In this situation please check back as availability can open as the next day becomes available. If there is a continued unavailability, please contact the **Building Department at 760-776-6420** for assistance.

If the preferred date is not available and the inspection request is time sensitive, you may check with the inspectors for an alternate available date. Availability is based on the current inspection load and the priorities for inspections.

Inspections are active once an Inspector's name has been assigned. Inspection status is updated daily.

You may cancel your inspection up to 6:30 a.m. the day of the scheduled inspection using the **Online Web Portal**.

If you need to cancel AFTER 6:30 a.m. the day of your scheduled inspection, please call the **Building Department at 760-776-6420** for assistance. We cannot guarantee the inspector will be contacted prior to visiting the job site for same day cancelations.



**Step Four:** Select desired "Inspection Type" from the list and the "Requested Date." Next, click on "Add Inspection" for each inspection desired.

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  - Pay Fees
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  - Search Contractors
- Properties**
  - Search Property
- Inspections**
  - Schedule
  - Cancel
  - Scheduled
- Shopping Cart**
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  - Paid Items
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**PERMIT Inspection Request - ADDC21-0005**

\* Contact Name:

\* Phone Number: ( ) - -

\* Site Address:

\* Email Address:

Inspection Remarks:

Notes:

Inspection Type:

Requested Date:

**ADD INSPECTION** **CANCEL**



Select Type, Request Date and Time then click 'Add Inspection'.

Any items with an \* are REQUIRED fields and must be populated.

**City of Palm Desert Inspection Policies**

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Step Five: Next, click "Submit" to confirm your request.

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- Search Property

**Inspections**

- Schedule
- Cancel
- Scheduled

**Shopping Cart**

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- Paid Items

**Contact**

- Contact us

**PERMIT Inspection Request - ADDC21-0005**

\* Contact Name:

\* Phone Number: ( ) - -

\* Site Address:

\* Email Address:

Inspection Remarks:

Notes:

Inspection Type:

Requested Date:

**ADD INSPECTION** **CANCEL**

Select Type, Request Date and Time then click 'Add Inspection'.  
Any items with an \* are REQUIRED fields and must be populated.

Inspection Type	Request Date	Time	Delete
PLUMB SEWER HOOK UP RES	5/26/2023	Any	Delete

 **SUBMIT** **RESET**

City of Palm Desert Inspection Policies

**Step Six:** Next read the Disclaimer and Click "Accept" as shown below. An email confirmation will be sent to the email address on file.

The screenshot shows a web application interface for a permit inspection request. At the top, there is a navigation bar with links: HOME | DASHBOARD | VIEW/EDIT PROFILE | VIEW CART | LOG OUT | LOGGED IN AS: Your Companies Name. The main heading is **PERMIT Inspection Request - ADDC21-0005**. On the left is a sidebar menu with categories: My Dashboard, Permitting (Apply for a Permit, Search for a Permit, Pay Fees), Planning (Apply for New Project, Search Projects, Pay Fees), Contractors (Search Contractors), Properties (Search Property), Inspections (Schedule, Cancel, Scheduled), Shopping Cart (Pay All Fees, Paid Items), and Contact (Contact us). The main form contains fields for: \* Contact Name: BEDARD CONSTRUCTION AND SERVI, \* Phone Number: (951) 712-9677, \* Site Address: 73510 Fred Waring Drive, and \* Email Address: azarco@holisticsystemint.com. A modal window titled "Disclaimer" is open, containing the text: "While The City of Palm Desert tries to accommodate all requests, we cannot guarantee that the requested inspection time will be honored. Inspection scheduling is at the complete discretion of The City of Palm Desert." At the bottom of the modal are "ACCEPT" and "CANCEL" buttons. A red arrow points to the "ACCEPT" button. Below the modal, there is a note: "If the preferred date is not available and the inspection request is time sensitive, you may check with the inspectors for an alternate available date. Availability is based on the".

**Step Seven:** The inspection(s) will display under “My Active Inspections”

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**Inspections**

- Schedule
- Cancel
- Scheduled

**Shopping Cart**

- Pay All Fees
- Paid Items

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- Contact us

*Hello* Your Companies Name  
*Below is a Dashboard of your current activities.*

**My Open Permit Applications** 1 total record(s)

Applications In Progress	Permit Type	Created Date	Delete
<a href="#">Continue Application</a>		5/16/2023	Delete

**My Active Permits** 2 total record(s)

PERMIT NO.	ADDRESS	TYPE	STATUS	EXPIRED	INSPECTION	FEES DUE	ATTACHMENT	PRINT
ADDC21-0005		RESIDENTIAL BUILDING	ISSUED		Request	\$0.00		
HVRC23-0271	73510 CABA...	HVAC CHANGE OUT RESIDENTIAL	ETRAKIT SUBMITTED			\$112.30		

**My Active Inspections** 37 total record(s)

REC NO	REC TYPE	REC STATUS	ADDRESS	INSPECTION	DATE	CANCEL
ADDC21-0005	PERMIT	ISSUED		PLUMB SEWER HOOK UP RES	6/01/2023	
ADDC21-0005	PERMIT	ISSUED		COLUMN FOOTING PAD		
ADDC21-0005	PERMIT	ISSUED		DRYPACK COLUMNS		



To cancel an inspection, Step One: Click the "Red X" to the right of the inspection(s).

My Dashboard

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Applications In Progress	Permit Type	Created Date	Delete
<a href="#">Continue Application</a>		5/16/2023	Delete

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ADDC21-0005	PERMIT	ISSUED		COLUMN FOOTING PAD		
ADDC21-0005	PERMIT	ISSUED		DRYPACK COLUMNS		





To cancel an inspection, Step Two: Next, click "OK."

The screenshot shows a web browser window with the URL `etrakit.palmdesertegov.com`. A confirmation dialog box is open, asking "Are you sure you want to unschedule this inspection?" with "OK" and "Cancel" buttons. A red arrow points to the "OK" button. The background shows the user is logged in as "Your Companies Name".

The dashboard includes a sidebar with navigation options: My Dashboard, Permitting (Apply for a Permit, Search for a Permit, Pay Fees), Planning (Apply for New Project, Search Projects, Pay Fees), Contractors (Search Contractors), Properties (Search Property), Inspections (Schedule, Cancel, Scheduled), Shopping Cart (Pay All Fees, Paid Items), and Contact (Contact us).

The main content area features three sections:

- My Open Permit Applications**: 1 total record(s). Table with columns: Applications In Progress, Permit Type, Created Date, Delete. Record: Continue Application, 5/16/2023, Delete.
- My Active Permits**: 2 total record(s). Table with columns: PERMIT NO., ADDRESS, TYPE, STATUS, EXPIRED, INSPECTION, FEES DUE, ATTACHMENT, PRINT. Records include ADDC21-0005 (RESIDENTIAL BUILDING, ISSUED, Request, \$0.00) and HVRC23-0271 (73510 CABA..., HVAC CHANGE OUT, ETRAKIT SUBMITTED, \$112.30).
- My Active Inspections**: 37 total record(s). Table with columns: REC NO, REC TYPE, REC STATUS, ADDRESS, INSPECTION, DATE, CANCEL. Records include ADDC21-0005 (PERMIT, ISSUED, PLUMB SEWER HOOK UP RES, 6/01/2023) and ADDC21-0005 (PERMIT, ISSUED, COLUMN FOOTING PAD).